

The RingCentral Mobile App: Productivity on the Move



No one in business is ever truly out of touch with what is going on back at the office anymore, not unless they work hard at staying incognito. The question is whether you can engage productively in your work from a smartphone. With the RingCentral app, you can. The RingCentral app is designed to support team work on iOS® and Android™. It provides access to the same basic mix of team messaging and collaboration tools that you get in the desktop version.

That means if you need to check in on the progress of an important project—after hours, while traveling on business, or while in the waiting room at the doctor's office—you can dip in to the stream of team messages, look at your list of pending tasks and check some off, or connect live with any coworker with a call or video call.

Here are a few tips on how to use the RingCentral app for maximum advantage.

1. Don't text for work when you can message via the RingCentral app

The basic texting feature of your phone can be very useful for personal messaging, as can all the consumer messaging apps that have proliferated over the past few years. Part of the point of a workplace messaging app like the RingCentral app, however, is to keep work separate from your personal life, transmit work information securely, and stay organized according to work functions.

When you post a message to an established RingCentral app team conversation, you know you are sharing it with all the members of that team—no need to think about whom to include in a group message or (with mobile email) on the CC line. The more you share your mobile updates in a team, and encourage your coworkers to do so, the more organized the conversation will be. If team members are alternating between the RingCentral app, texting, email, and maybe something like WhatsApp, discussions will be much more scattered.

So think before you text.

2. Focus on fast tasks

Most of what you can do with the RingCentral app on the desktop, you can also do with the mobile app. A few actions might even be easier with the mobile user interface. Figuring out what you should do while accessing the app from your phone is a whole other question.

Posting a quick question or giving a quick answer is no problem, nor is assigning a task, marking a task complete, or creating an event on the shared calendar. There are other actions, like reviewing a lengthy document and replying with a detailed critique, that typically can wait until you're back at your desk. Even while traveling, you might want to defer certain chores until you can use your laptop or log in from the hotel business center. In a pinch, where a deadline is looming and the task can't wait, there is a lot you can do with the RingCentral app and other apps on your smartphone. Otherwise, know when the best use of your time is to post a quick reply in the app and promise to follow up later.

How do you make sure you will remember to follow up? One shortcut is to mark the conversation unread so you will remember to go back to it later. On iOS, swipe right on a conversation to mark it unread (swipe left to mark it a favorite). On Android, press and hold the selected conversation for a pop-up menu that allows you to mark it unread or make it a favorite.

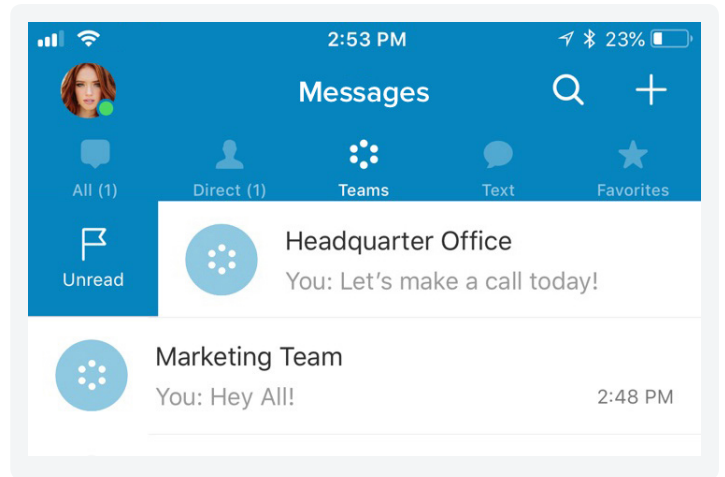
3. Say it with pictures

It's no news flash that today's smartphones take good photos, so take advantage of the rule of thumb that says "a picture is worth 1,000 words." That's even more important when you're typing with your thumbs.

In addition to uploading any image stored on your phone, you can use the Share Photos option on the chat box "+" menu to share or take photos from your smartphone.

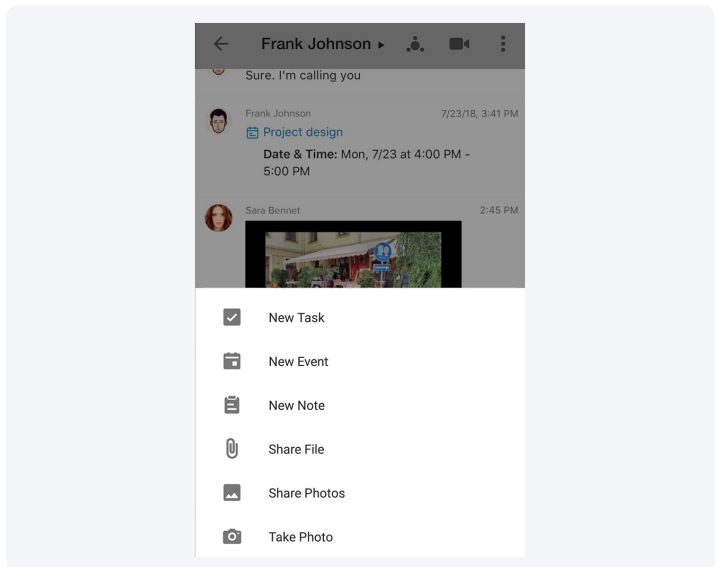
Sharing a photo of a whiteboard, rather than trying to transcribe what was recorded there, is a classic maneuver. Consider these other scenarios:

- A retail district manager who wants to record a complaint (or share praise) about a store display sends a photo of it to the store manager or to a team for all the managers in the district.
- A field technician shares a photo with his team of a piece of equipment he has never seen before and gets back suggestions on how to fix it.
- The executive in charge of a trade show posts a series of photos of booth setups that need to be corrected to a team conversation that includes representatives of the exhibit hall.



Caption: iOS: Swipe right to mark a conversation unread.

Another option is to go to the RingCentral app tasks and post a task to yourself, setting a deadline to make yourself accountable. Or, if it is a task you can delegate, post it to the appropriate conversation and assign it to someone else.



Caption: Posting a photo to the RingCentral app.

In short, do not waste time typing a long message or series of messages to make a point that could be more clearly communicated with a picture.

4. Switch to video

Along the same lines, you can share live video through the RingCentral app video chat, which is based on RingCentral Meetings™ (just make sure you have the RingCentral Meetings app installed). Mostly, people use this to share selfie video when joining an online meeting, but you can also switch to the front-facing camera to show a coworker what you are seeing, wherever you are in the world.

RingCentral Meetings will even let you share your smartphone screen, meaning you can show your coworkers information contained in any other mobile app that might be relevant to the conversation.

We find that team meetings held online are typically scheduled in advance, but launching a video meeting from within the app is particularly handy for one-on-ones where a little show-and-tell allows you to get your point across faster.

5. Use search and the Shelf

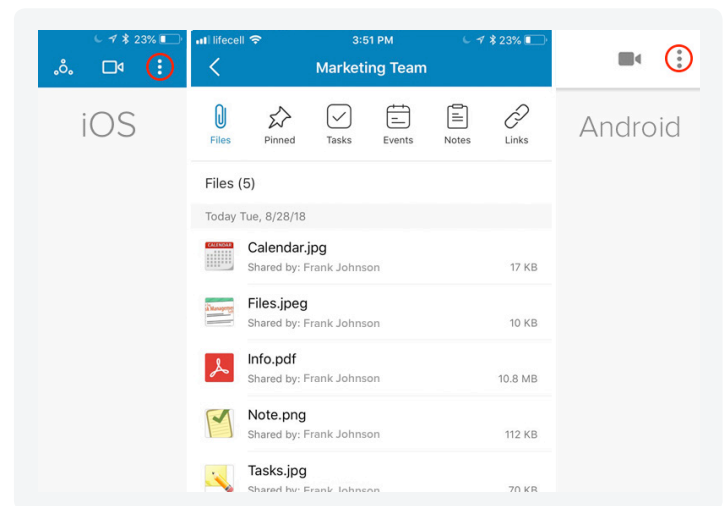
The RingCentral app makes all of your online conversations instantly searchable, along with all the files and other assets shared within those conversations. Take advantage of searching the app on your phone to look up that information from everywhere.

Even faster than search, in many cases, is finding what you are looking for in context with the RingCentral app Shelf. When you share a file in RingCentral app, it shows up as an attachment to a chat message but also saved in the Shelf for that specific conversation. The same is true of every task, event, note, or link—if you know it was shared in the Marketing Communications team conversation, you can find it by looking on the Shelf for that conversation.

In the mobile app, the Shelf is accessed by tapping an icon in the upper right-hand corner of the screen for any conversation. The icons are slightly different, according to the user interface conventions of each platform, but otherwise they work the same.

Make it work for you

The whole point of a workplace application like the RingCentral app is to be flexible enough to support many different ways of working. You may find other strategies that work for you. What is important



Caption: Access to the Shelf on iOS and Android (iOS shown, center).

is that when a workplace moves its day-to-day communications and planning activities into the app, a mobile worker can get instantly plugged in to what is happening in the business.

The RingCentral app makes it easier to organize a team, track projects, and communicate via text, video, or call—all from a mobile device.

Contact RingCentral Partner Support:
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 800-595-8110.

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